

**CITY OF LAUDERHILL  
CLASS DESCRIPTION, 2009**

**POSITION TITLE: NETWORK PROGRAMMER TECHNICIAN**

**GENERAL DESCRIPTION OF DUTIES**

This is a technical position responsible for the ongoing performance of the City of Lauderhill information systems network. Position incumbent assists in the operation of applications software, systems and network administration that is critical to the ongoing operations of the city. Responsibilities pertain to the public safety system, water resource system, financial system or any other systems as needed. Responsibilities include insuring that the network is available during scheduled operational hours and expediently resolving issues when the network is not available, network/system administration, technical staff and user training, user support/technical support, handling daily operations, problem resolution, and Desktop/Laptop/PDA/PC/network support as required. Position requires ability to understand user requirements and operational needs. Extensive experience using Microsoft Windows 2xxx, XP and Office applications is required. This position functions with minimal supervision and reports directly to the Information System Manager or, in his/her absence, the City Manager.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Installs, maintains, and provides second-tier problem resolution for networked system hardware and software; monitors network operations; researches and troubleshoots network problems; updates virus protection; creates, monitors, and troubleshoots network backup operations; restores user files from tape backup; sets up and maintains printer drivers and shares on network; upgrades bios on printer network cards; assists with routine netkeeping on user workstations; programs/maintains user network log-on scripts.

Implements and maintains network security; assesses security needs, implements appropriate security levels, and programs access codes for authorized users; maintains database of user, group, password, and access information for network.

Assists Network Administrator in coordinating and maintaining network hardware and operating systems and software.

Performs the duties of Network Administrator in absence of same.

Programs e-mail forms for mail system; monitors/redirects mis-addressed email.

Maintains, backs up, and troubleshoots Imaging System.

Maintains/monitors Fax server status and software.

Monitors relevant Internet news groups for reference and for troubleshooting specific problems.

## NETWORK PROGRAMMER TECHNICIAN

Sets up specialized hardware for PC users; installs, supports, and maintains specialized programs on PCs; assists users in defining business objectives and recommends automation solutions to meet those objectives.

Installs and sets up computer systems, peripherals, and software; prepares records of new computer configurations; obtains, maintains, and updates local area network (LAN) connection information for Internet access and print-sharing; researches, downloads, and installs software updates, service packs, Internet access and print-sharing; researches, downloads, and installs software updates, service packs, and patches; monitors available disk space to support computer applications; tones and tests new applications and equipment.

Operates various computer systems, peripheral equipment, office equipment, and related tools such as a personal computer, networked computer systems, communications systems, printer, monitor, terminal, server, hard drive, tape drive, CD-ROM drive, modem, scanner, hub, LAN analyzer, cabling, toner, signal tracer, cable tracer, diagnostic instruments, hand tools, copy machine, facsimile machine, calculator, or telephone; enters commands into computer system to start computer operations, correct errors, operate peripheral equipment, and perform related functions; enters, retrieves, reviews or modifies data in computer programs or operating systems.

Monitors working conditions of equipment and performs general/preventive maintenance tasks; performs data backups onto tape, diskette or other media; verifies backups and stores in secured location; burns information into CDs; creates support CDs and archive software CDs; performs computer maintenance tasks such as clearing paper jams; performs cleaning and preventive maintenance of equipment as needed.

Diagnoses, analyzes, and resolves problems involving hardware, software, peripheral, and network problems; tests hardware components, monitors, parts, cables, and software; identifies data errors, line failures, and equipment malfunctions; initiates appropriate action to correct errors, recover data, and obtain maintenance; researches cost of repairs or replacement of computers, peripherals, or components; requests authorization for disposal of obsolete/unusable computers, parts, and equipment; strips usable parts from old computers.

Plans, implements, and manages projects.

Communicates with hardware/software service representatives and technical support representatives; provides information concerning operational and/or mechanical problems as appropriate.

Provides technical support, training, information, and assistance to Information Systems staff and to end users in operation of networking systems, printers, hardware, software, or new systems/software; troubleshoots and/or resolves problems; advises user committees.

Coordinates work activities with other department staff; reviews and updates calendar of scheduled tasks, activities, or projects; schedules network installations/upgrades during non-business hours to minimize user downtime; coordinates and assists PC Specialists with unresolved support issues; provides technical assistance and training to webmaster and web designers; assists co-workers with installations, PC removals, and problems; attends weekly staff meetings; seeks technical advice from coworkers as needed.

Conducts research as needed; researches requirements and costs for system hardware or for specialized software.

Maintains current inventory records of computer hardware, software, and related components and their status; completes paperwork to request to dispose of obsolete/unusable computers, parts, and equipment; conducts periodic inventory counts.

## NETWORK PROGRAMMER TECHNICIAN

Monitors inventory levels of equipment, supplies, tools, and other materials; ensures availability of adequate materials to conduct work activities; initiates requests for new/replacement items.

Maintains logs/documentation of work activities, computer operations, system modifications, maintenance activities, installations, system configurations, procedures, and other activities; organizes/maintains technical manuals and technical documentation.

### **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's degree in Information Systems, Computer Science, Network Technology, or closely related field or three (3) years previous experience and/or training that includes network management, network system administration, computer hardware/software maintenance/repair, Internet applications, website administration, and basic programming; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Florida driver's license.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to evaluate, audit, deduce, and/or assess data and/or information using established criteria. Includes exercise of discretion in determining actual or probable consequences, and in referencing such evaluation to identify and select alternatives.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to overhaul, restore, renovate, construct, and/or rebuild equipment, machinery, or objects, requiring adherence to prescribed standards and specifications.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference and descriptive data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations, and statistics.

**Functional Reasoning:** Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve regular and sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that generally involves lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds)

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

## NETWORK PROGRAMMER TECHNICIAN

**Environmental Factors:** Tasks may risk exposure to electric currents and bright or dim lights.

The City of Lauderdale is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Lauderdale will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

### **GENERAL**

Classification:	Confidential
Grade:	51
Salary Range:	\$54,974 - \$79,673
Date Approved:	09/14/09